

A red toy fire truck is the background of the page. It has 'MUSCATINE' written on the side of the cab and 'FIRE DEPT.' on the front fender. The truck has white wheels, a silver bumper, and a red light bar on top. The text 'MUSCATINE' is also visible on the side of the cab.

# Muscatine Fire Department

2015

## Annual Report

We value our Members, the Organization,  
Customer Service, Strategic Management, and  
Regional Cooperation.

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**FIRE DEPARTMENT**

It is my pleasure to present the Muscatine Fire Department 2015 Annual Report. In this report you will find a tremendous amount of information that details the accomplishments of the past year and some of the numbers that help to explain what we do and how we do it. At the end of the day, an Annual Report really only tells a small part of a much larger story. A year in the life of the Fire Department cannot be simply reduced down to a few pages of words, numbers, graphs, and pictures. The real story exists within the experiences of the staff that make up this organization and the lives that they have touched throughout the year. The reality is that when we meet our citizens, or guests of our community, it is all too often under circumstances that are less than pleasant. In fact, for most of our encounters at fire and medical emergency scenes we are seeing them on what may very well be one of the worst days of their lives. Our satisfaction comes from the belief that in some way, through our service delivery model and professional staff, we have made things better.

Contrary to what those not familiar with the fire service might think, firefighters are not sitting around just waiting for the next emergency request to come in. They are extremely busy physically training to stay strong and healthy to perform the requirements of the job, training on the latest firefighting and medical techniques, servicing and maintaining our portable equipment and vehicles, and performing the critical tasks of prevention and education through fire inspections, code enforcement, and public education in between all of the emergency and non-emergency calls for service throughout the 24-hour shift.

I am never at a loss for the admiration I have of the fine work our firefighters do. We consider it an honor and privilege to serve the people of Muscatine and take seriously our role of stewards of the public trust, a role we have served since 1916. As Fire Chief, I am fortunate to lead an organization comprised of people both skilled at and committed to protecting the lives and property of Muscatine's citizens and visitors. Our doors are always open, so please feel free to stop by or contact me if you have any questions, concerns, or just want a tour of the fire station.

Sincerely,



Jerry Ewers, Fire Chief  
Muscatine Fire Department







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## FIRE DEPARTMENT

# Mission, Core Values & Philosophy

### MFD Mission Statement

It is our mission as members of the Muscatine Fire Department to safely provide quality emergency services to the community through the protection of life, property, and the environment from the effects of medical emergencies, fires and other hazards and to reduce these threats through fire prevention and public education.

### MFD Core Values

**Members:** We promote an atmosphere of trust and respect that encourages individual growth, participation, creativity and acknowledges the achievements of our members.

**Organization:** We support an organization built on a foundation of initiative, collaboration and commitment to efficiency, consistency and results, while attaining the goals of the organization.

**Customer Service:** We are dedicated to providing superior customer service.

**Strategic Management:** We plan for change and develop management strategies to meet the challenges of our future.

**Regional Cooperation:** We promote, encourage and participate in partnerships that provide all communities and organizations with the highest level of service and training.

### MFD Philosophy

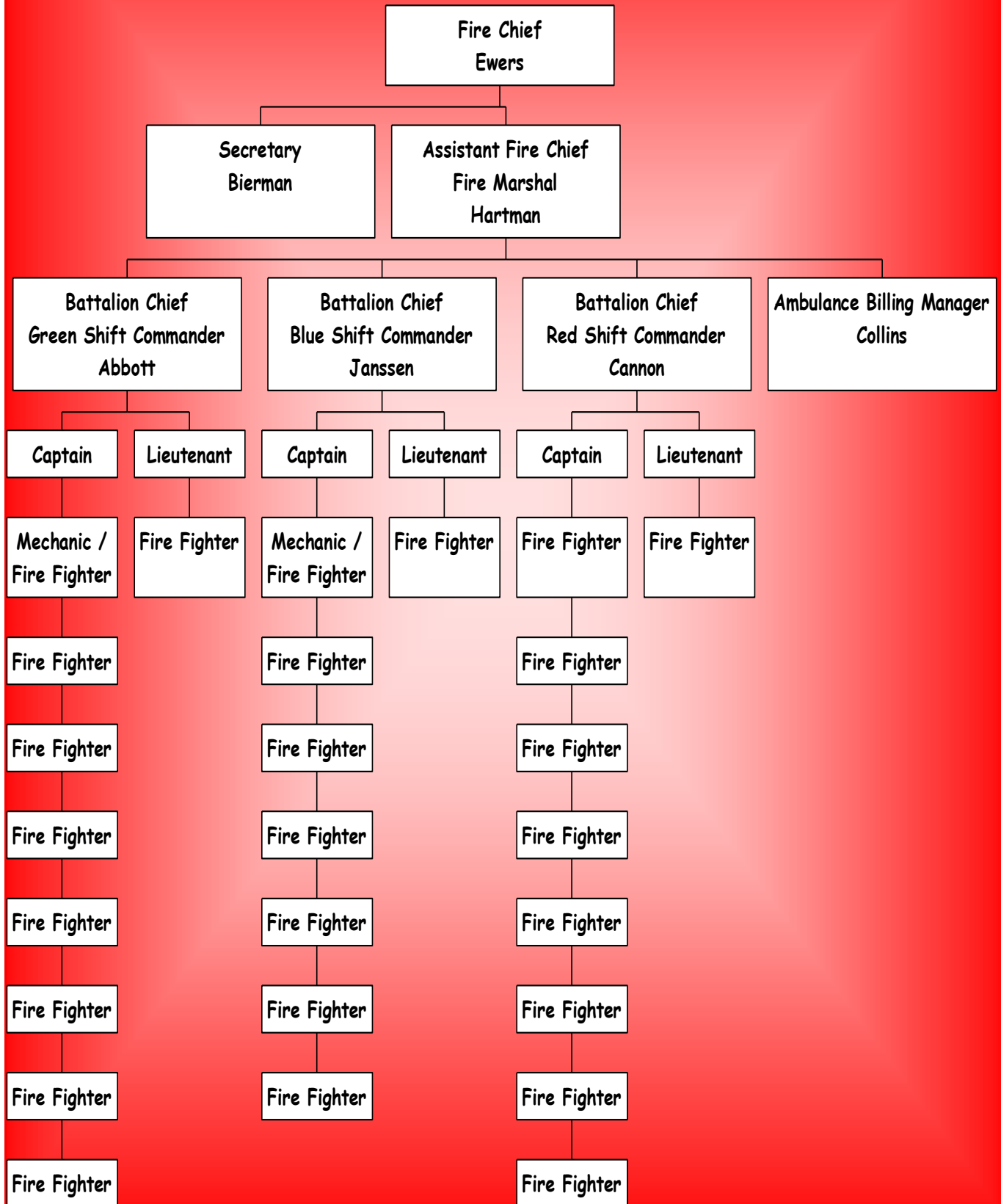
Service and protection with Pride, Honor, Loyalty, Courage, Compassion, Respect, Teamwork, and Safety.

We Accept:

- Great personal risk to save another person's life
- Moderate personal risk to save another person's property
- No personal risk to save what is already lost

**"I remember Muscatine for its sunsets. I have never seen any  
on either side of the ocean that equaled them" — Mark Twain**

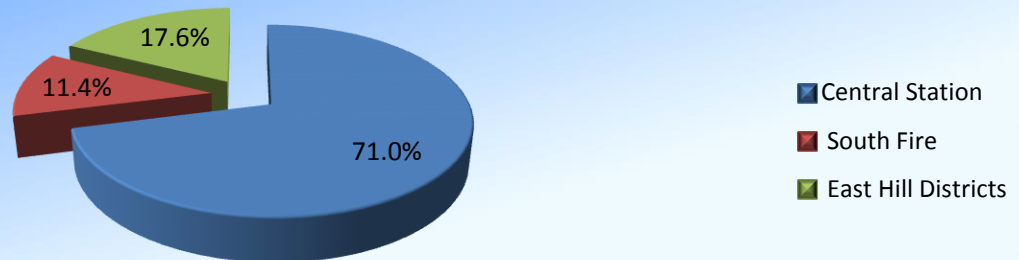
# Muscatine Fire Department



## Calls for Service Report

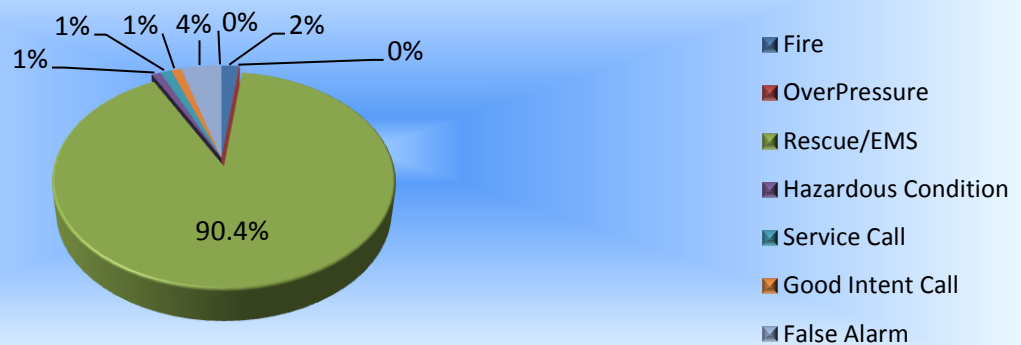
We saw another record breaking year in terms of calls answered for service in the year 2015. During the past year, 4,526 calls for service were answered. This equates to 12.4 calls a day. As in years past, emergency medical service calls were the majority of the alarms answered. During the last year, the Muscatine Fire Department had 1,229 overlapping responses when we had multiple emergency calls taking place at the same time. More than 27% of our responses happened the same time we were tied up with another call. The graphs below are a breakdown of various information regarding calls for service.

### EMS Calls in City by Districts

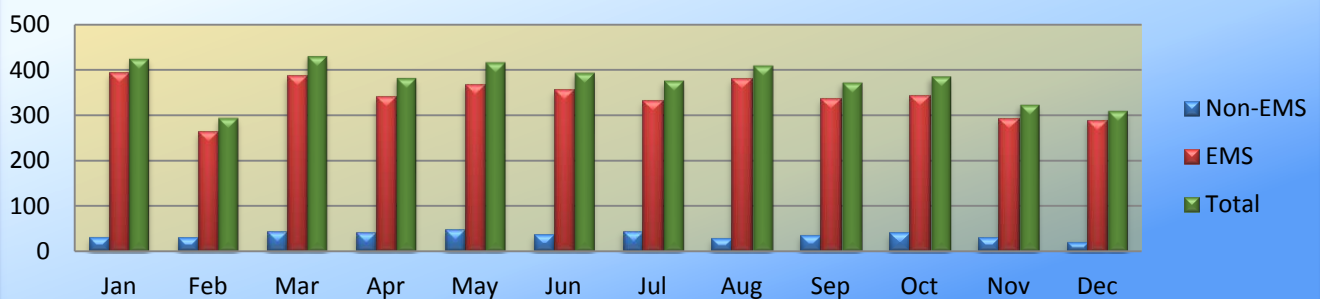


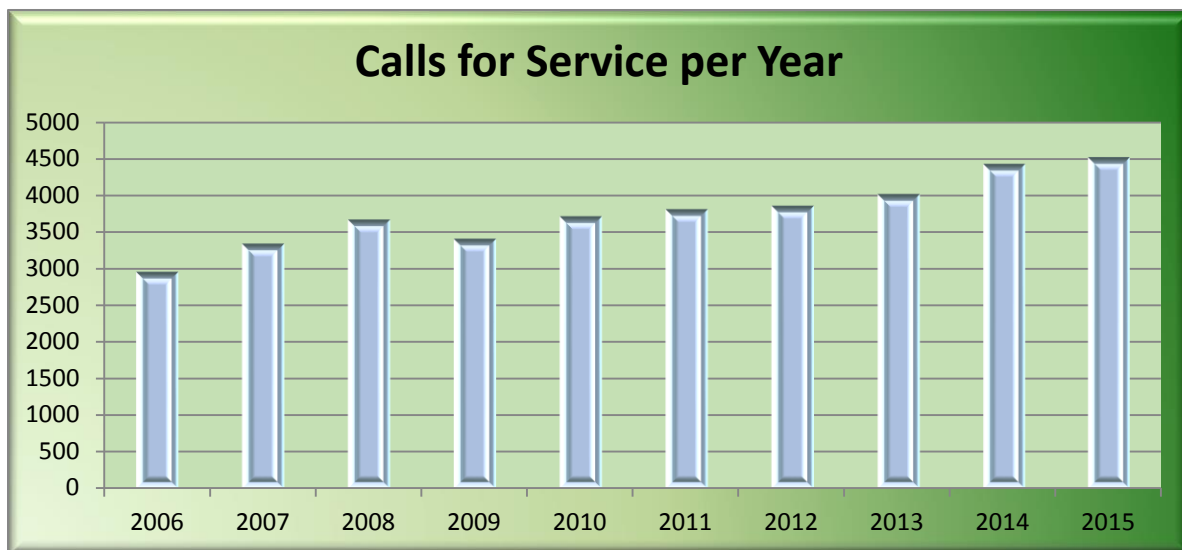
*Note: This illustrates the need for an East Hill Station*

### Call Types for 2015

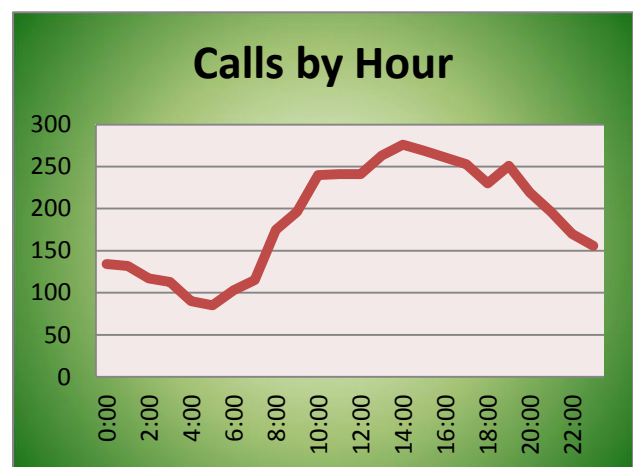
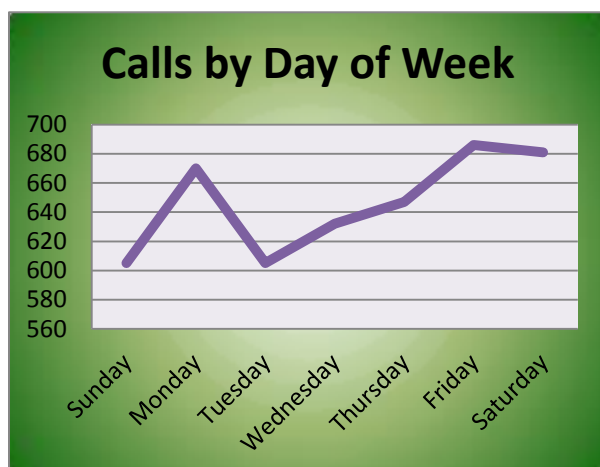
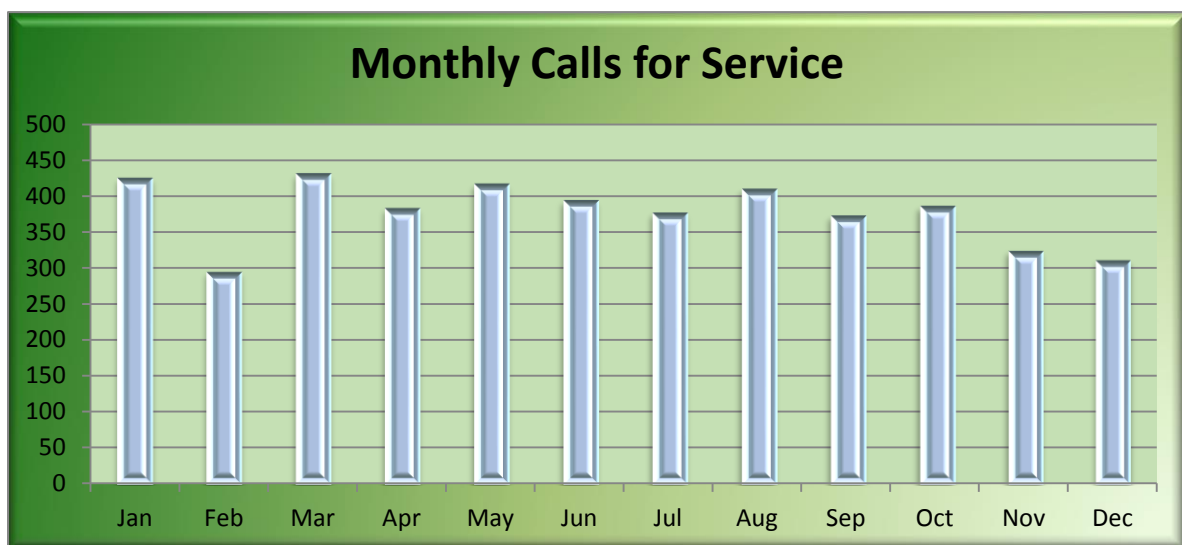


### Monthly EMS vs Non-EMS Calls for Service



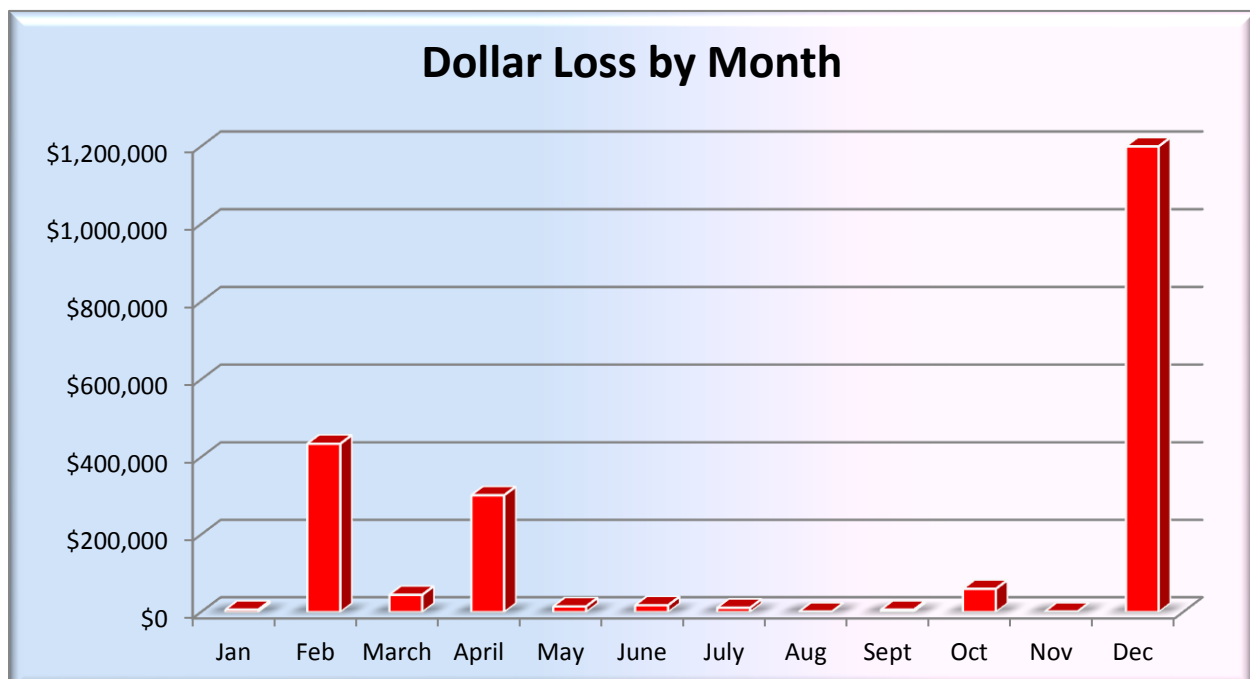
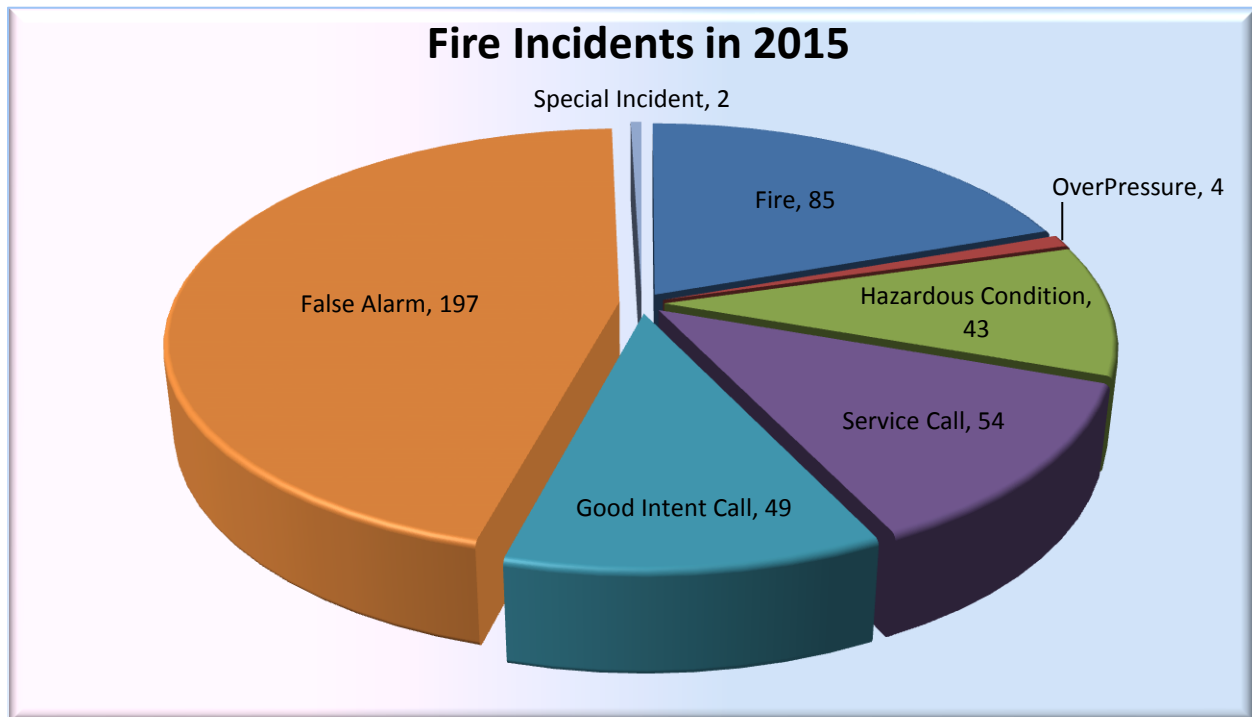


*Note: Prior to ambulance inception in 2000, call volume was much lower. For instance, in 1996 were 3.67 calls/day*



## Fire Response Report

During 2015 the Muscatine Fire Department responded to 434 calls for service that fall into the category of a fire related response. Of the 85 total fire calls, 27 were considered to be working structure fires. The total fire loss for 2015 was estimated at \$2,099,470.



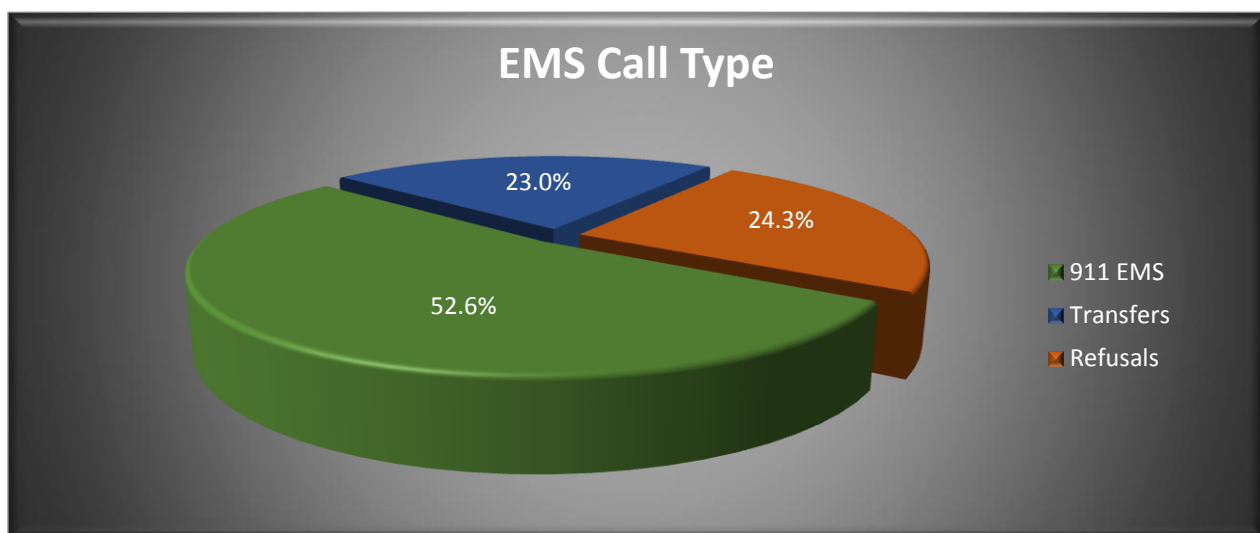
*Note: Property value protected is more than \$1,189,000,000*



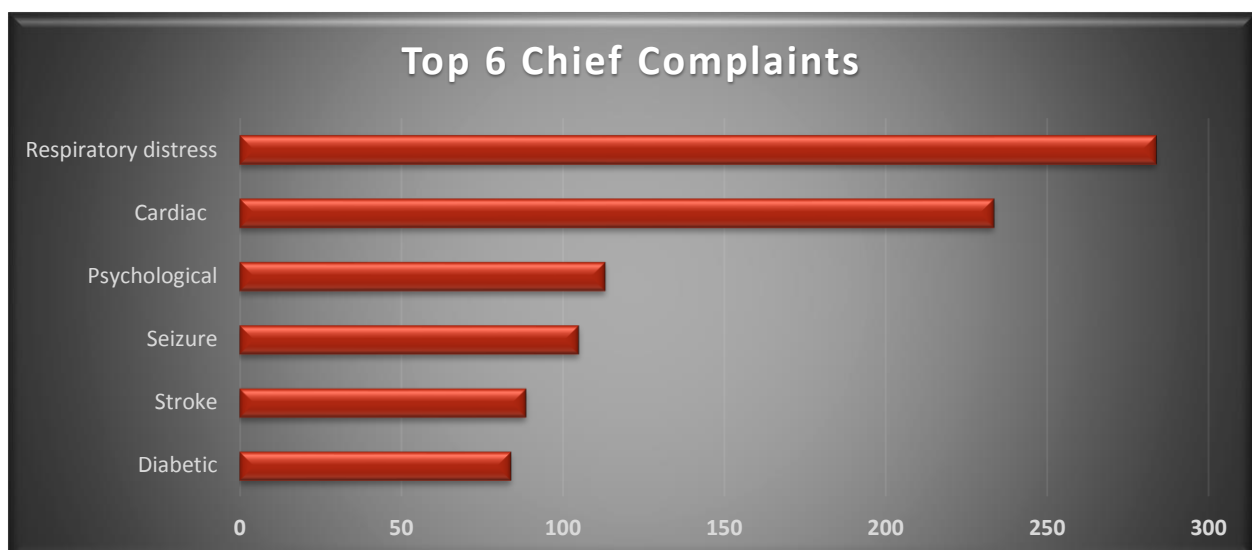
## EMS Report

During 2015, the Muscatine Fire Department responded to 4,082 calls for service involving emergency medical services related events. The Fire Department breaks emergency medical calls for service into three different areas, including 911 calls with transport, inter-facility transfers, and refusals.

Emergency responses where there was a transport of the patient represented 1,970 calls for service. Of this number, 1,716 patients were transported to Trinity in Muscatine and 254 patients were transported to hospitals in other locations as a result of 911 calls. A response where the patient was not transported by ambulance represented 904 calls for service. Transfers represented 1,070 calls for service. Lastly, 138 calls relating to 911 responses are the result of motor vehicle collision, water & ice rescues, and other EMS type calls where no assistance was provided.

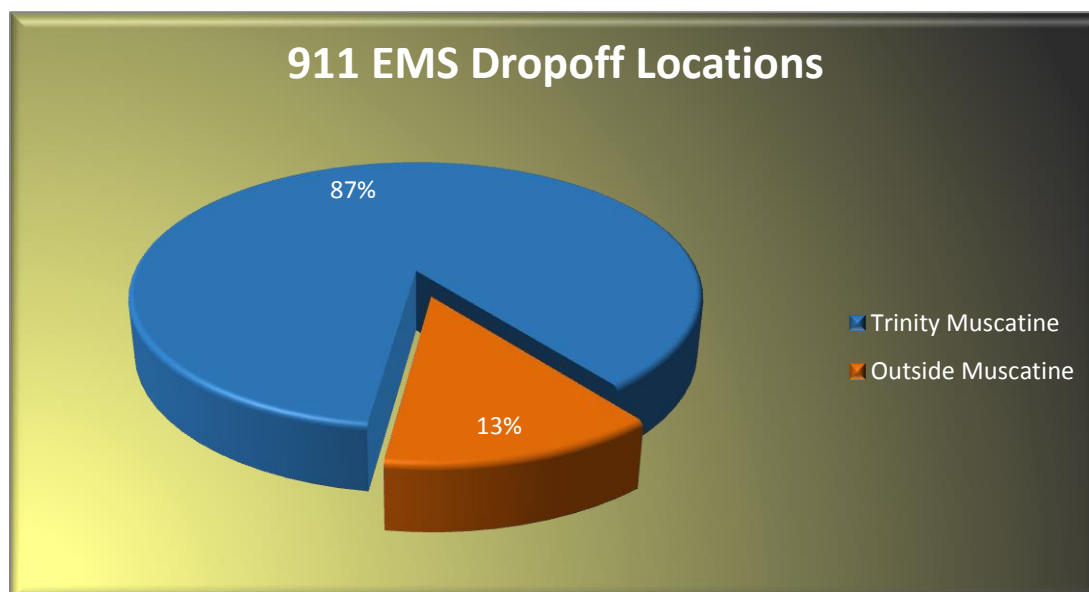
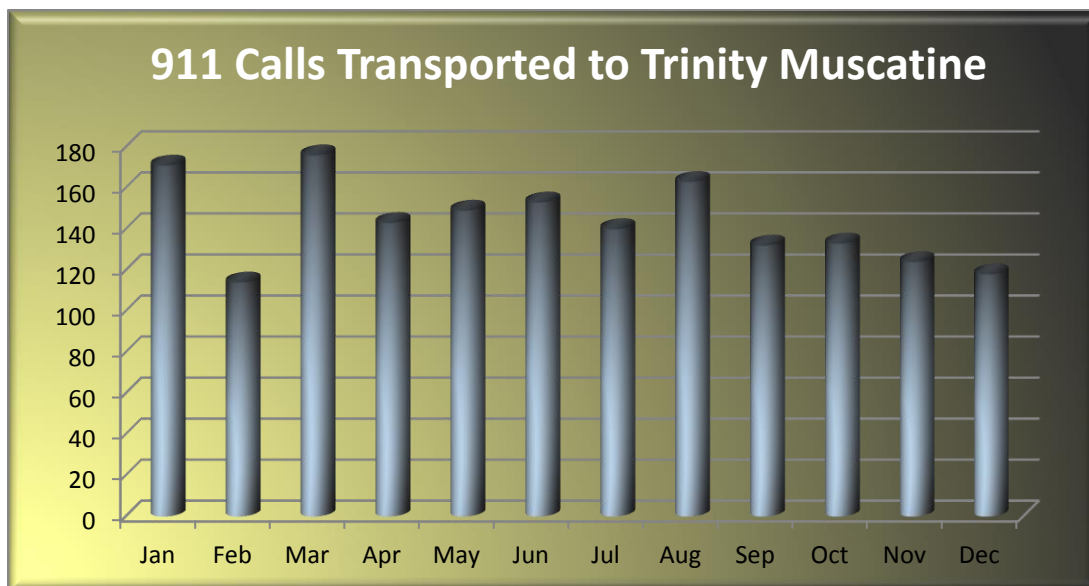


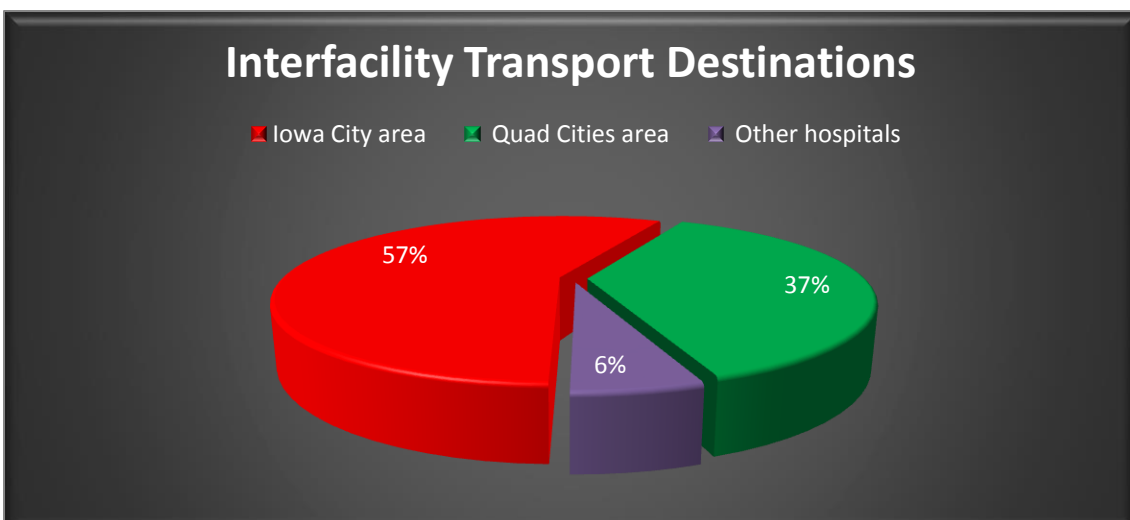
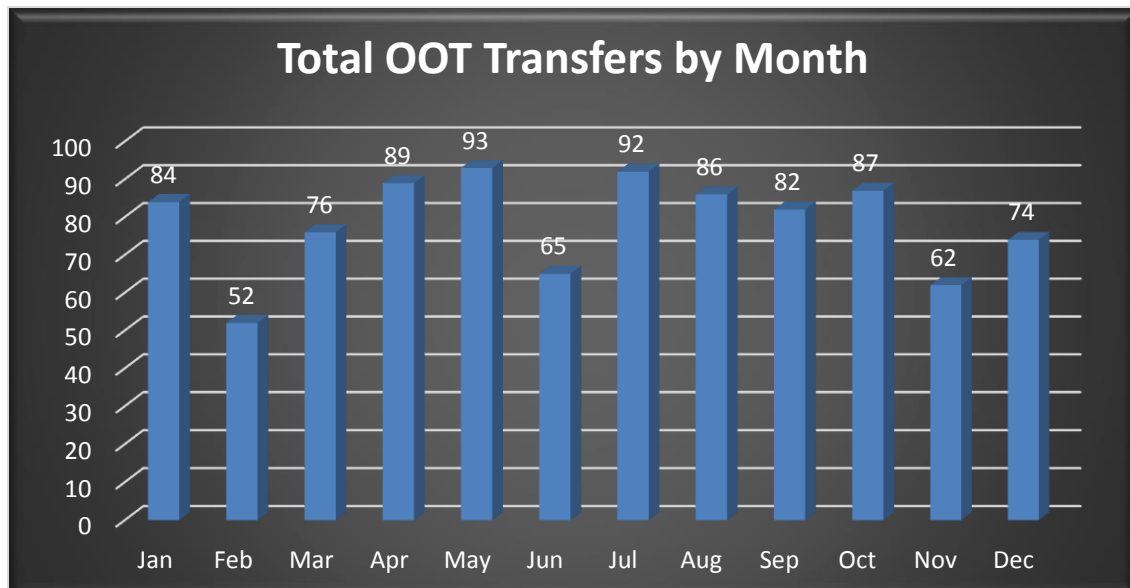
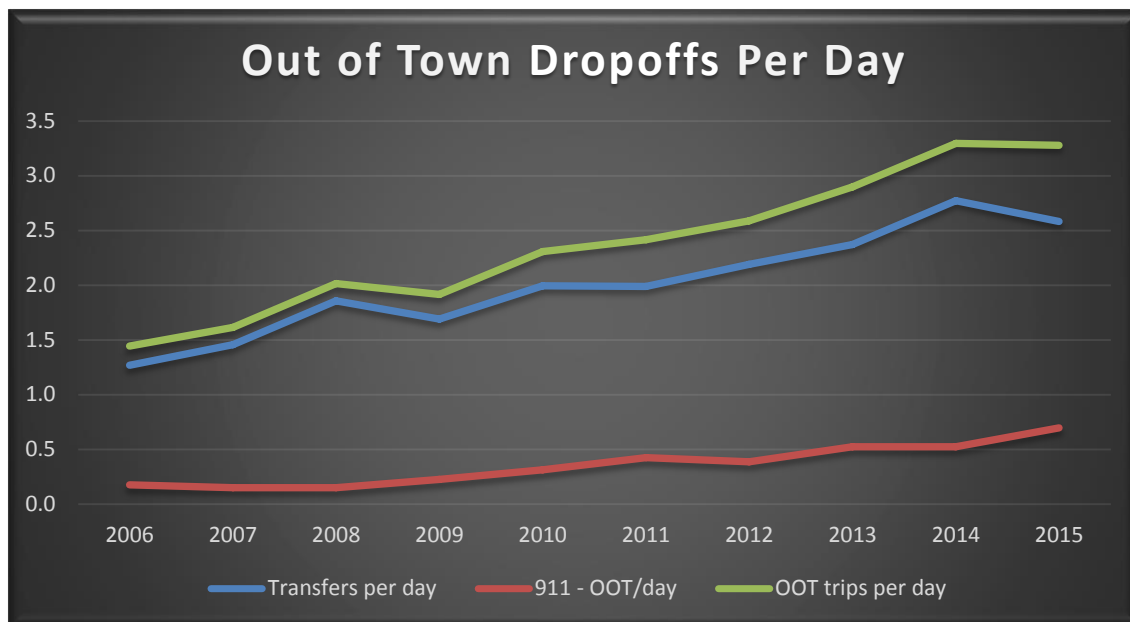
*Note: Refusals include the following - No patient found, treatment/no transport, no treatment/no transport, and cancelled*



## EMS Transport Report

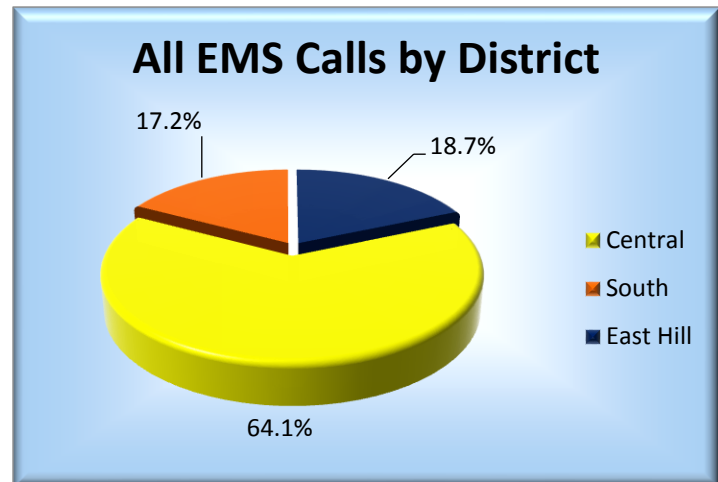
This last year was a busy year in terms of the number of calls for service that terminated in locations other than Trinity Muscatine. The number of out of town drop-offs includes transfers from Trinity Hospital in Muscatine and also 911 calls where the patients are transported to hospitals in other cities. The next series of graphs represent EMS transports to various hospitals outside of Muscatine. Calendar year 2015 saw the second most out of town drop-offs in our history. *Out of town drop-offs are particularly trying for our staff, because the ambulance crew cannot be counted on to provide assistance in the City while they are on these 2-3 hour trips.*





## Location of Calls Report

Depending on the service provided, Muscatine Fire Department has a very large response district. Our fire district represents 18.5 square miles and a population of 23,819 people within the city of Muscatine. Our EMS district represents 151.5 square miles with a population of 30,342 people. This includes some of the townships that surround Muscatine. Along with this, we provide ALS medical tiers in Rock Island & Mercer Counties in Illinois. Additionally, we have ALS tier agreements with several other local ambulance services. The Muscatine Fire Department also provides regional hazardous materials coverage for the counties of Muscatine, Louisa, Washington, Henry and Keokuk representing 2,455 square miles with a population of 106,684 people.

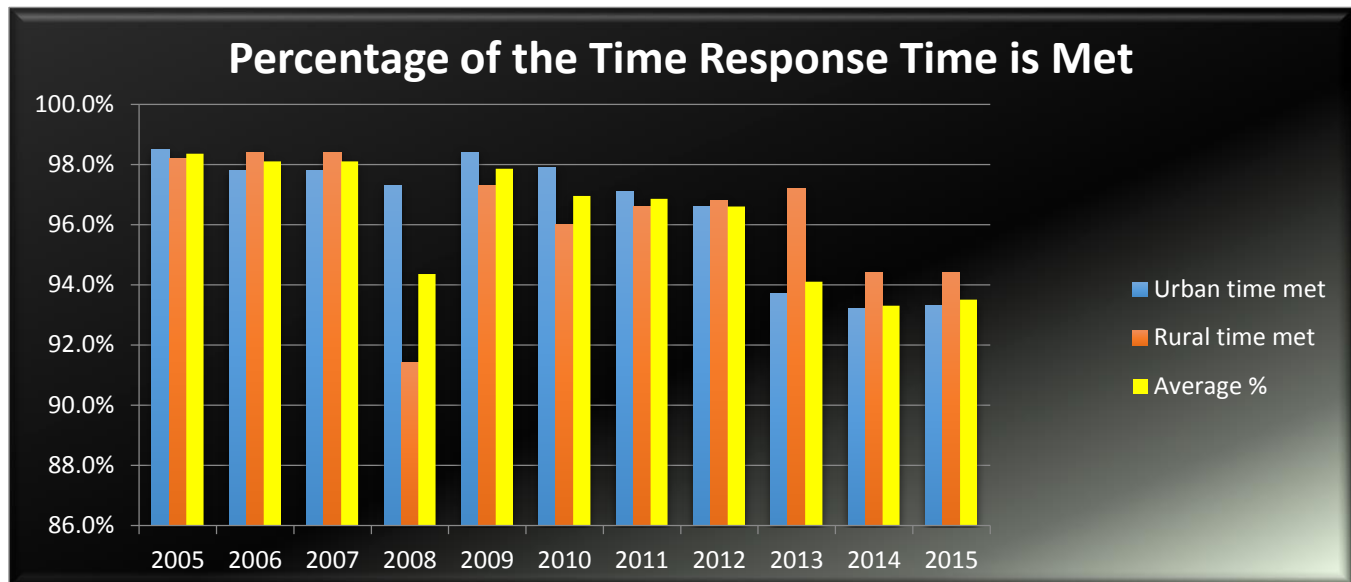


*Central Fire District includes Trinity Muscatine*

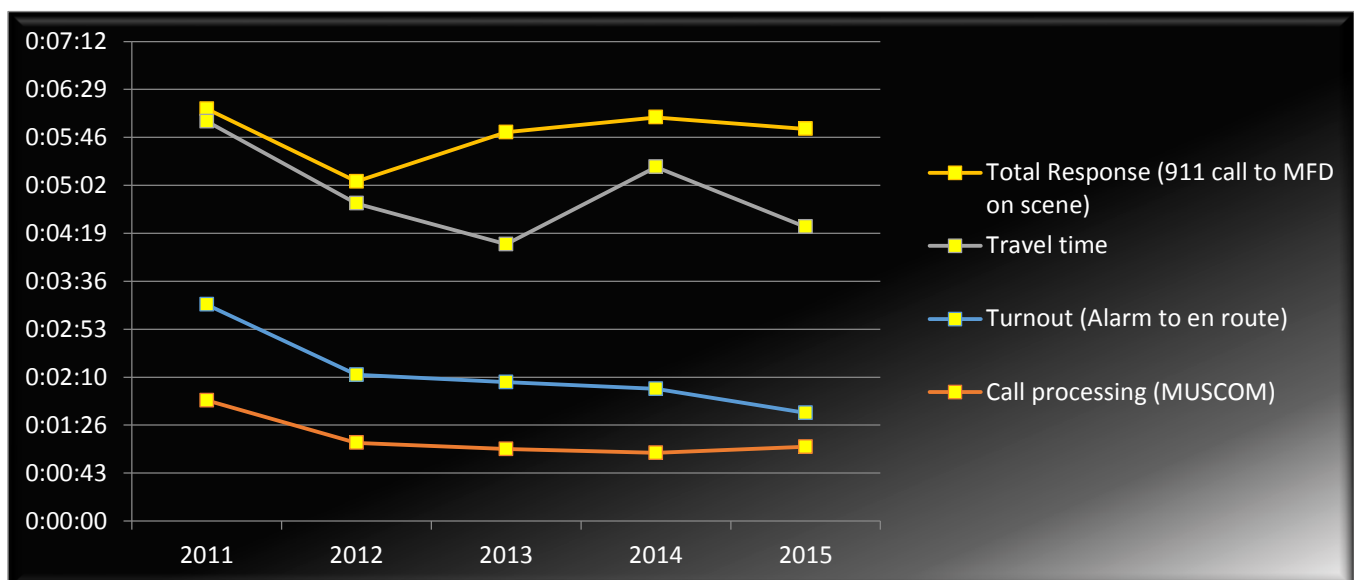
Responses to Rural Area	Number of Responses
Fruitland Township	192
Sweetland Township West	48
Bloomington Township	28
Lake Township	39
Sweetland Township East	30
Fruitland Territory South/East of Muscatine	17
City of Fruitland	51
Wilton	13
Suburban Response Area North of City	26
Suburban Area West of City	5
Areas East of City	2
Fairport	7
Illinois Areas	12
Seventy Six Township	7
Louisa County	2
Out of District	7
Moscow Township	12
Hill Top Subdivisions	5
Washington County	1
West Liberty	1

## Response Time Report

The Muscatine Fire Department strives to provide a rapid response that arrives on scene in a safe and efficient manner. Depending on the nature of call and the location of the response, different response time goals are set. Our goal is to arrive at urban locations in less than 9 minutes 90% of the time. For calls outside the City limits our standard is to arrive in less than 15 minutes 90% of the time. This response time starts from the time of the 911 call and goes until the first unit arrives on scene. *These are in accordance with commonly utilized EMS response time requirements.*



*Note: Rural road construction impacted response times in 2008*



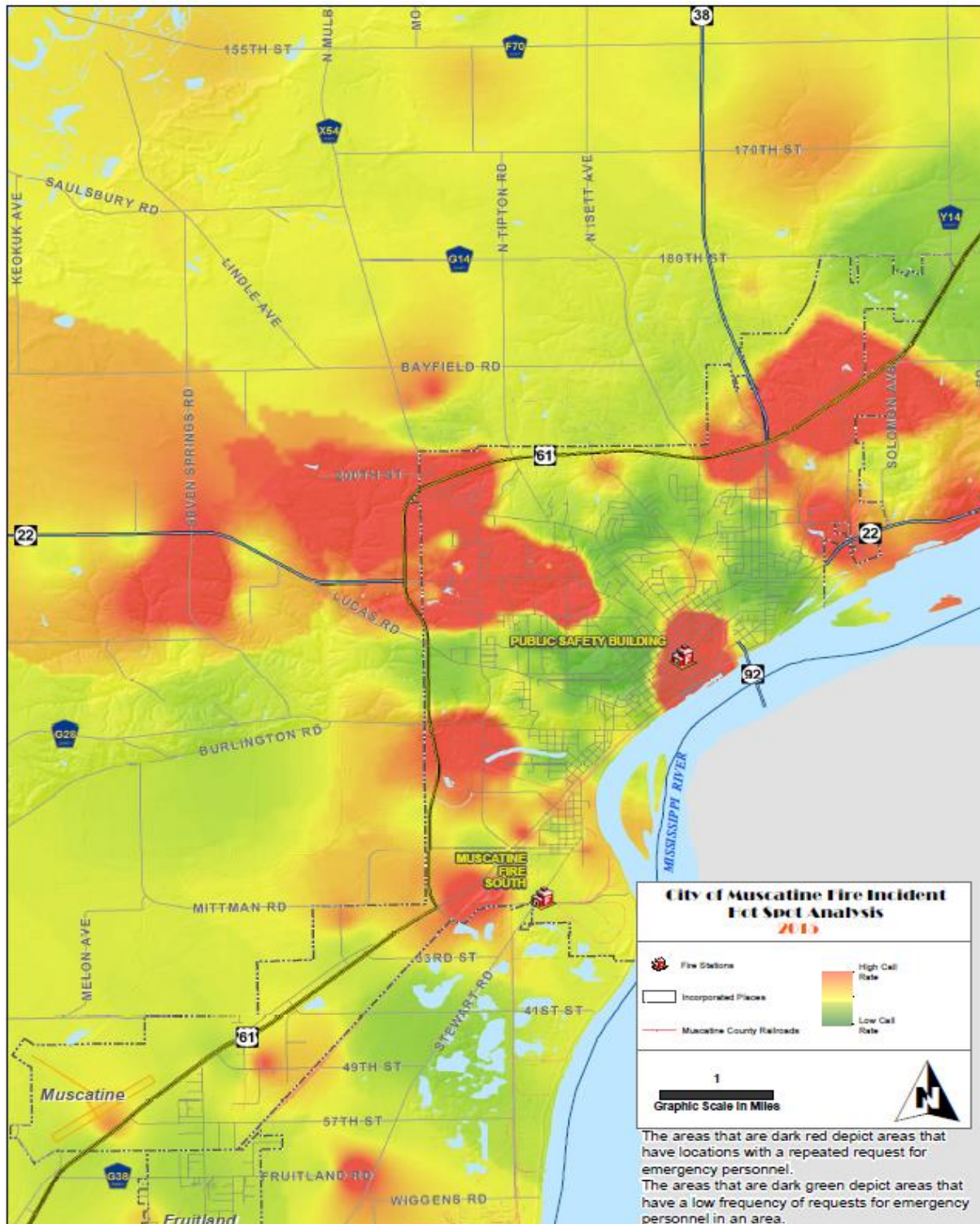
*Muscatine Fire Department's average City response was 5:53 for all 911 EMS emergency responses*



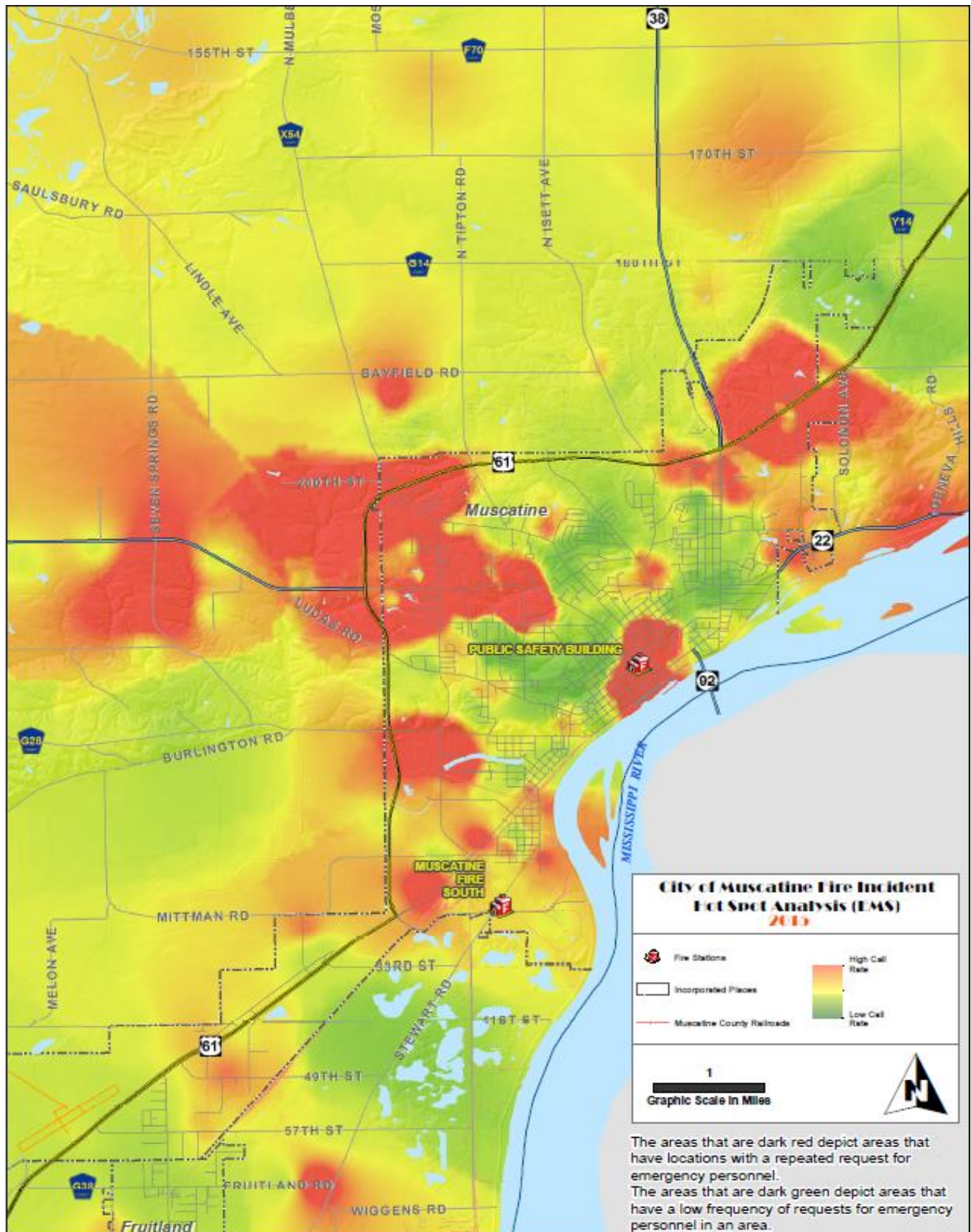
## Hot Spot Analysis Diagram

The following diagrams were produced with assistance from the Muscatine Area Geographical Information Consortium (MAGIC). MFD was able to provide the locations of all of our calls for service and MAGIC plotted them to these maps to indicate the busiest locations within our coverage area.

Map includes ALL responses

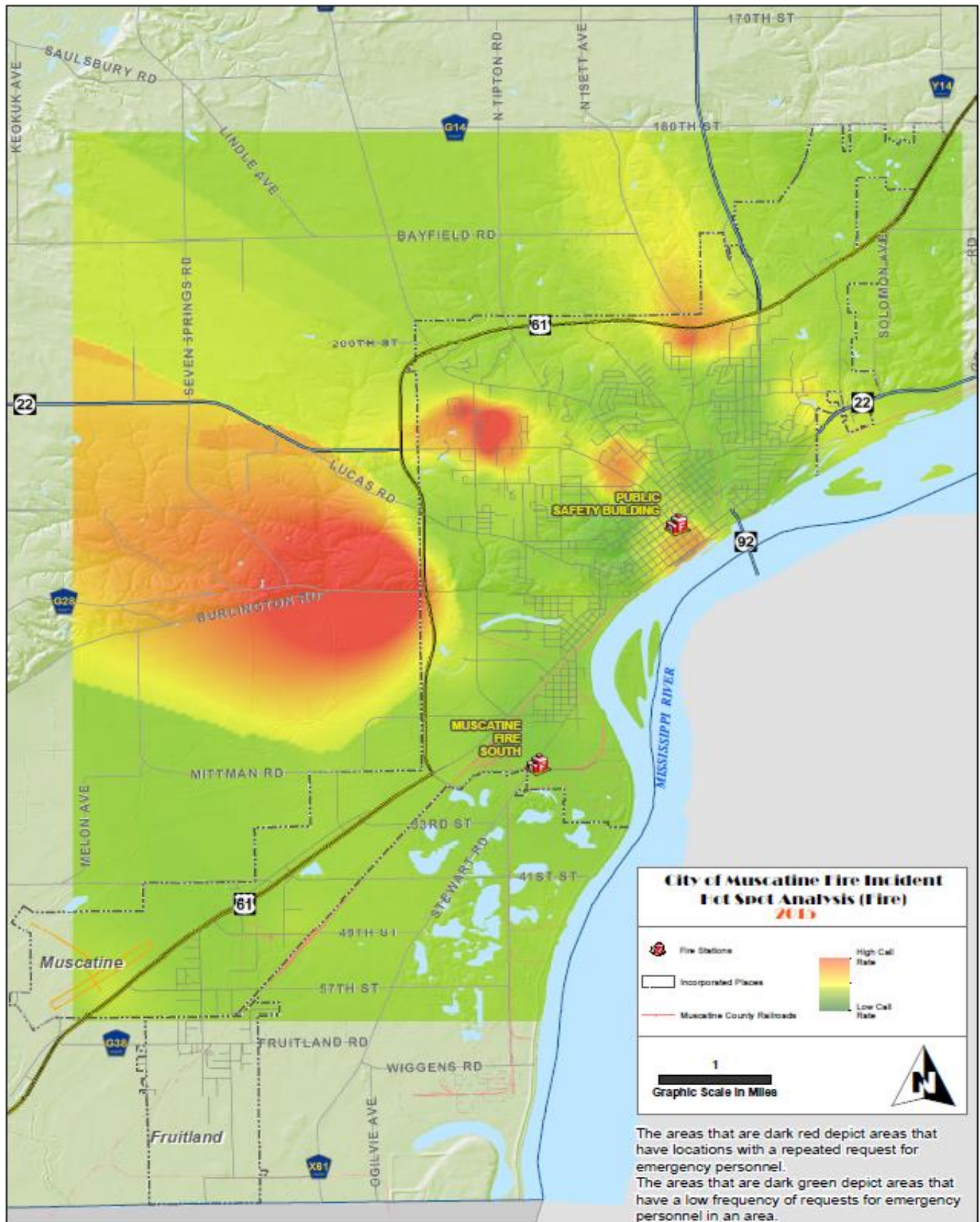


### Map includes all EMS responses





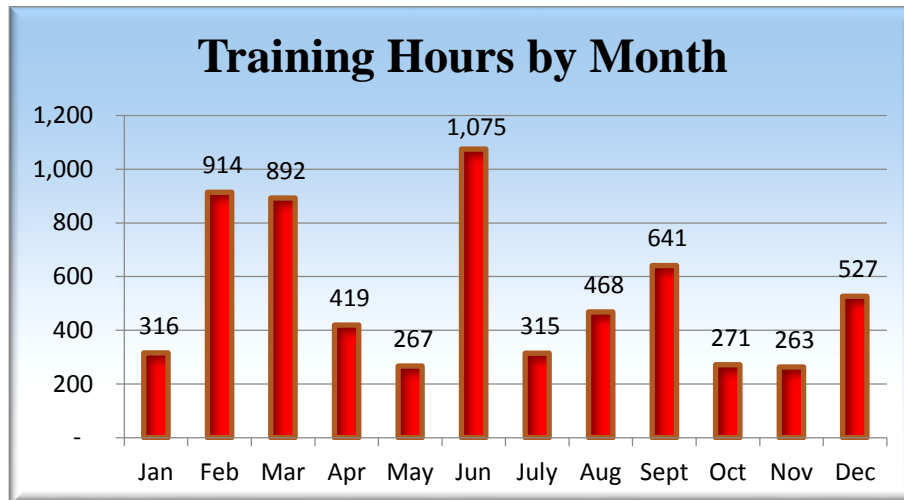
Map includes all Fire related responses



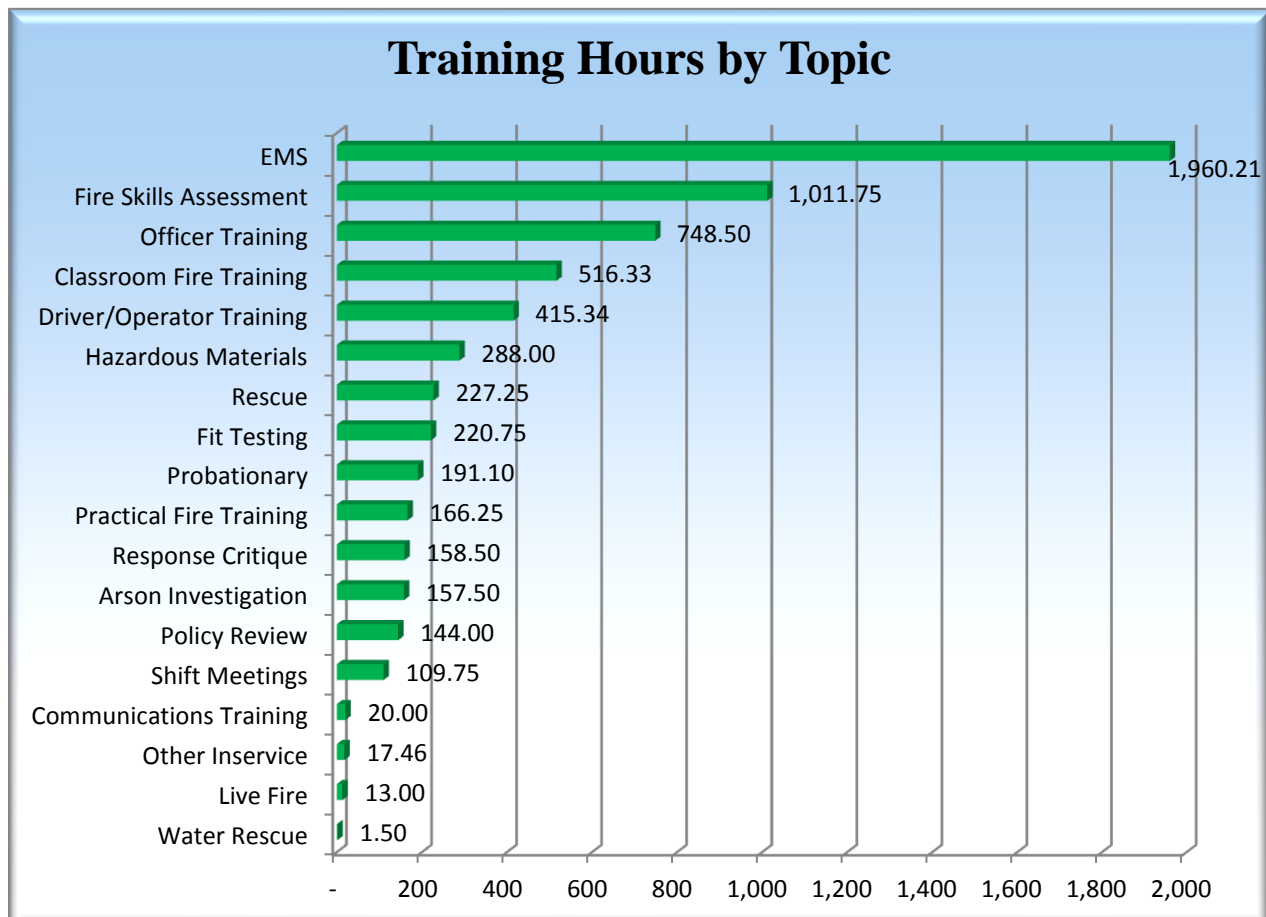
## Training and Certification Report

In 2015, a grand total of 6,367.19 hours of training were completed. This was an increase of 38.8% in the total number of training hours from 2014. This dramatic increase in training hours was due primarily to a new department training initiative to train both veteran and rookie firefighters during the summer months. This training initiative included both basic firefighting skills and strategy/tactics on the

fire scene. Each member received an average of 172 hours of training during 2015.



*\*February and March are designated for Department EMS recertification; summer months focus on fire and rescue training*



## Focused Smoke Alarm Initiative Report

On September 30<sup>th</sup>, 2015 the Muscatine Fire Department worked in collaboration with The American Red Cross, The United Way, and Ripley Estates for a “Day of Caring.” This was a one-day event in Muscatine that focused on Ripley's Manufactured Housing Park. Residents were offered “Home Safety Inspections” and smoke detectors to prepare residents in the event of a fire or disaster.

MFD joined a Quad City Safety Coalition earlier this year. This is a collaboration of area fire departments, the regional Red Cross, FEMA, and other Iowa/Illinois Health Organizations to prepare, prevent, and aid areas in event of fires, natural, or man-made disaster.

The City of Muscatine was assessed for areas of need. The Ripley's area was chosen due to lack of fire hydrants, extended response times, and because it was recently annexed into the City.



On September 30<sup>th</sup>, the Red Cross provided their Emergency Response Vehicles, tools, and personnel to educate on fire and disaster preparedness. The United Way provided 27 volunteers from organizations such as Hon, Allsteel, and Kiwanis International. MFD provided firefighters to educate volunteers to assist with fire prevention and smoke detector installations. Ripley's Estates pre-canvassed the area so residents were aware of the event and provided a location for staging personnel.

The event lasted from 8am-4pm. We installed 118 smoke detectors. Every home in Ripley's that requested “Safety Inspections” and smoke detectors were provided them. If residents were absent, packets were left on their door to allow for follow up appointments. All follow up appointments were fulfilled within the next month.



## Apparatus Condition Report

<b>Vehicle</b>	<b>Description</b>	<b>Condition</b>
<b>Ambulances</b>		
Ambulance 351	2000 Ford Medtec Ambulance with 2009 Chassis (refurbished once)	Fair
Ambulance 352	2016 Ford Medix, on order – estimated in service date May 1, 2016	New
Ambulance 353	2000 Ford Medtec Ambulance with 2010 Chassis (refurbished once)	Fair
Ambulance 354	2010 Ford Medtec Ambulance with 2013 Chassis (refurbished once)	Good
Ambulance 355	2012 Ford Medtec Ambulance	Good
<b>Fire Engines</b>		
Engine 311	2006 Alexis Station 1 Front Line Engine	Fair
Engine 312	2013 Pierce Station 2 Front Line Engine	Good
Engine 313	1988 Smeal Engine – Station 1 Reserve Engine (refurbished once)	Poor
Engine 314	1993 Pierce Engine – Station 2 Reserve Engine (refurbished once)	Poor
<b>Specialized Apparatus and Support Vehicles</b>		
Tender 316	1978 Chevrolet Water Tender (tanker)	Poor
Aerial 310	1997 E-One Bronto Skylift Aerial (ladder truck)	Poor
Haz-Mat 321	2005 Chevy Duramax C8500 w/ 2004 Mickey 16 Bay Trailer	Good
Chief's Vehicle	2008 Chevy Tahoe (used police vehicle)	Fair
Fire Marshal Car	2007 Ford Crown Victoria (used police vehicle)	Fair
Truck 331	2000 Chevy Utility Truck	Fair
Car 335	2011 Ford Crown Victoria (used police vehicle)	Fair
Mule 350	Side-by-Side Off-road Utility Vehicle (used police vehicle)	Fair
Air Trailer	Three Bank Pull-Behind Air Trailer	Good

## Assistant Chief's Report

In a small department such as ours the staff members end up wearing many hats. Many of our programs are coordinated by fire fighters, including the delivery of our public education programs. Other activities usually handled within a fire prevention bureau are handled by shift staff – including regular business fire inspections. The Red Shift has done a great job of transitioning to a paperless system that has inherent efficiencies. Many of our investigations- including most small fires – are handled by shift investigators. Without this work, fire prevention duties would be overwhelming and ineffective. The next time you see a fire fighter teaching, inspecting, or investigating please share your appreciation for their work.

We are fighting fewer fires than we did years ago, but the fires we have tend to be more dangerous. Advances in building construction and production materials lie at the heart of this situation. The materials and techniques for building homes encourage lightweight construction, which under the stress of fire conditions has been shown to fail earlier with deadly results. Without fire protection systems such as sprinklers, these fires often lead to early collapse. On top of these concerns, we add in the amount and type of synthetic materials being built in to your couches, chairs, tables, carpet – most everything in a house. This makes today's fires more deadly much earlier than the types of fires we used to fight. If you web search for a video comparing legacy fires to modern fires you will see this first hand.

Our biggest tool to fight these deadly fires lies in prevention. Listen the next time a fire fighter talks to you about your smoke detectors; stop by our sprinkler trailer sometime and see the effect just one sprinkler head can be; pay attention to your cooking (our #1 cause of fire); teach your family what to do in an emergency; and above all – use some common sense. If you are unsure about fire prevention – ask!

With regard to fire prevention efforts, the following items are highlights:

- More than 900 burn permits were issued (12% increase over last year)
- Two dozen site plan reviews and 30+ sprinkler and alarm system reviews were performed
- More than 100 site visits were performed to confirm construction was within Code requirements
- Continued enforcement of City Code, including illegal burning and false alarms
- Over 2,100 'likes' on our Facebook page (check us out! Muscatine Fire Department)

2016 will bring more challenges and opportunities. We will include prevention in our goals as that is the most cost effective and safest way to reduce the threat to life, property, and the environment.

Please feel free to contact me with any questions regarding codes, prevention, or investigations.

Respectfully Submitted,



Assistant Chief Mike Hartman



## Battalion Chief's Report: Green Shift

In our department the first priority is running emergency calls. After responding to emergencies each shift has different responsibilities for projects that have an impact on the safety of responders as well as the safety of the citizens of our community and for those individuals visiting. Green Shift is responsible for setting up training which teaches our firefighters how to be safe on scene and allows the fire fighters to work under extreme conditions to protect the lives and health of our citizens and their visitors.

In addition to teaching the firefighters, the Muscatine Fire Department has an aggressive Public Education program that shows children and adults alike how to be safe at home, on the street, at school and work.

The Muscatine Fire Department's training program and Public Education program includes 6,367 hours of training taught to 37 fire fighters, averaging 172 hours per person. Included in these numbers are:

- Fire- 1,707 hours total/ 46 hours annually per FF/ 27% of the total
- EMS- 1,960 hours total/ 53 hours annually per FF/ 31% of the total
- Driver training 415 hours total/ 11 hours annually per FF/ 6% of the total
- Rescue training 227 hours total/ 6 hours annually per FF/ 3% of the total
- Other - Probationary, Hazmat, Arson, Etc./ 1,307 Total Hours/ 35 hours annually per FF/ 20.5% of the total
- Officer training- 748 hours total/ 20 hours annually per FF/ 12% of the total
- We also had five staff attend National Fire Academy classes; one in the Executive Fire Officer program, one in the Managing Fire Officer program, and three in Command and Control classes

In regards to Public Education, Green Shift activities include:

- Station Tours and Freddy the Fire Truck Shows for Pre-School children - 460 preschool children
- Station tours - 99 children with adults, including Special Needs children and adults
- School visits to teach fire safety to 1<sup>st</sup>, 3<sup>rd</sup>, and 5<sup>th</sup> graders in ten different schools with 979 students attending
- Community interaction at Trinity health Fair - 200 plus children and adults
- Extinguisher training with MCC dorms and group homes in the city - 100 individuals
- Annual Open House with over 400 adults and children in attendance
- Six youth were referred to Juvenile Fire Starter Program
- 14 car seats inspected by certified child car seat technicians

Respectfully Submitted,



Battalion Chief Brian Abbott



## Battalion Chief's Report: Blue Shift

The year 2015 started out to be a busier year than 2014. There was a significant increase in run numbers during January at a pace of 18-20 runs per day average. This pace did decline by February but maintained a record setting pace for most of the year. The shift personnel did a great job at handling the increased call volume and worked hard to get their projects completed. Many events were attended throughout the year such as attending the annual open house, participation in EMS Saturday, Trinity's Health Fair and EMS Day on the Hill in Des Moines.

Blue shift participated and completed skills-based fire training in the months of June and July. The department's goal was to conduct hands-on skills training on basic fire ground tasks. This type of training was deemed a success by the shift officers and firefighters. Other training opportunities included:

- 2 people attended National Fire Academy classes
- 3 people attended a High-Angle Rope Rescue class
- Shift personnel taught CPR to city employees & MUSCOM dispatchers
- 1 person acquired certification as an Ambulance Service Manager
- 2 people attended Advanced Vehicle Extrication training
- 5 people attended the IEMSA conference
- 2 people attended the Iowa Hazmat Symposium
- 1 person attended the IEMSA Leadership Boot Camp

Blue shift also was involved in many functions and assignments within the department. Those functions are as follows:

- Renewed Iowa & Illinois EMS Ambulance Licenses
- Put in service two new Revel portable ventilators
- Managed the SCBA maintenance program for the department
- Managed the Part-time EMT program
- Managed the EMS CQI program
- Maintained all fire apparatus
- Tested all fire hose in stock
- Tested all ground ladders

Respectfully Submitted,



Battalion Chief Darrell Janssen



## Battalion Chief's Report: Red Shift

Red shift had a busy 2015 as we welcomed several staffing changes, including new firefighter David Jansen. Lieutenant Gary Ronzheimer was gone for several months deployed to Afghanistan for the Navy. During that time Pat Gingerich began his Lieutenant career on our shift.

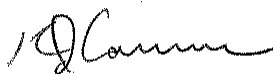
Commercial business inspections are a main duty of the Red shift. To help improve and streamline the inspection process the department purchased three iPads and new inspection software. Captain Harold Bennitt led the implementation and training with the new devices.

Red shift also coordinates the department's Hazardous Materials and Confined Space Standby programs. Firefighter Edwards received his Fire Investigator Technician (FIT) certification from the International Association of Arson Investigators. Also, firefighter Tom Summitt continues to manage the EMS Cardiac Status testing and all the required documentation for that process.

Some of the highlights of 2015 for Red Shift include:

- 377 business inspections performed
- FF Rudolph completed Fire Instructor I certification
- FF Jansen became certified as a Hazardous Materials Technician
- B/C Cannon and FF Wright, Edwards, Hoppe, Rudolph, and Wieland attended Leadership I and II National Fire Academy direct delivery training
- FF T. Summitt secured 2 grants for EMS equipment totaling \$34,000
- Received recognition for work on a cardiac arrest response
- Prepared and submitted materials for two Federal grants

Respectfully Submitted,



Battalion Chief Kevin Cannon





## Equipment Purchases

### Portable Ventilators



***FF J. Summitt and FF Rock review the newest ventilator***

In April 2015, Muscatine Fire Department was the recipient of two awarded grants with one from Carver Charitable Trust and the other from the Muscatine Health Support Foundation totaling \$34,000.00 for the purchase of two new Revel Ventilators.

These new devices are cutting edge technology combining a CPAP, BiPAP, and a ventilator all in one. Specially designed for pre-hospital care, this device allows us to use it in a medical emergency such as acute asthma as well

as high level transfers when airway assistance is needed. The ventilator part of this device is now used during critical care transports between facilities, providing a specific volume of air for a sedated and intubated patient. All are very important and needed in an advanced life support ambulance.

### Ambulance 352

The department was authorized to purchase a new ambulance in FY 15/16. On November 30<sup>th</sup>, the purchase agreement was signed and Foster Coach out of Sterling, IL was contracted to provide a new Medix Ambulance.

This new ambulance is expected to take no more than 165 days to build. The 'new' 352 will be replacing a vehicle that was refurbished in 2008. The refurbishment process includes placing the compartment from the old model onto a new chassis. This

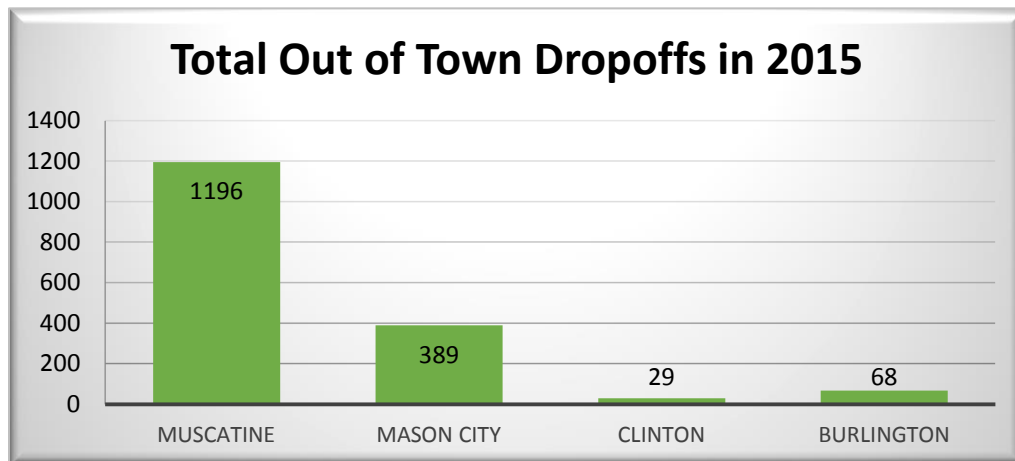
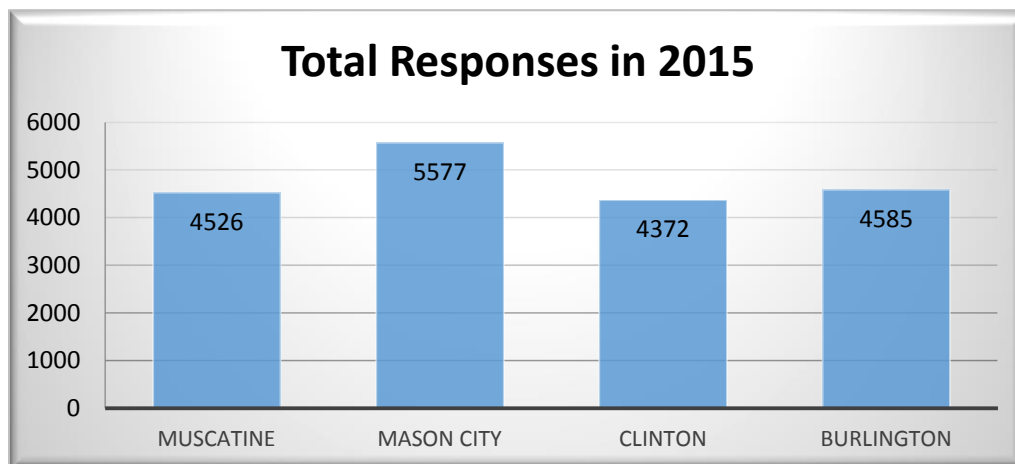


2008 chassis now has over 190,000 miles and 7,000 engine hours, and will have well over 200,000 miles at the time it is replaced. The above photo shows the new ambulance as it is working its way down the production line.

## Survey of Comparable Fire Departments

To put a department's performance in perspective, it can be helpful to compare other fire departments that share similar characteristics. We can identify benchmarks from this process in order to assess the performance of our own department. All of the agencies chosen for comparison possess similar characteristics to Muscatine in regards to population, service coverage area, and operation of a fire based EMS ambulance service. It should be noted that Mason City is the only comparable that regularly performs long distance inter-facility transports from their own community hospital to another hospital outside their community; a service that Muscatine Fire provides.

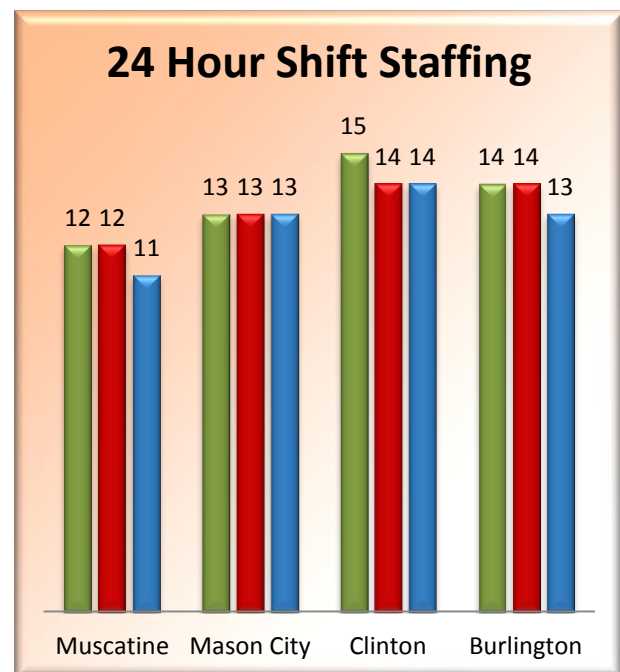
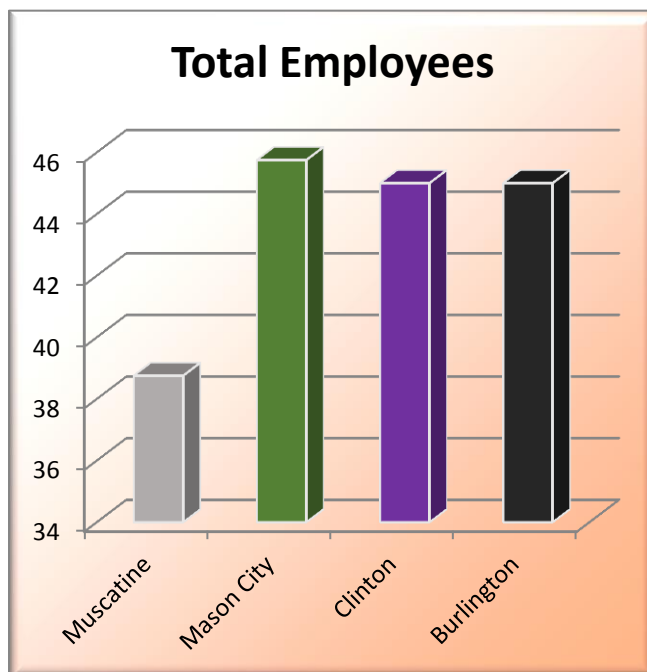
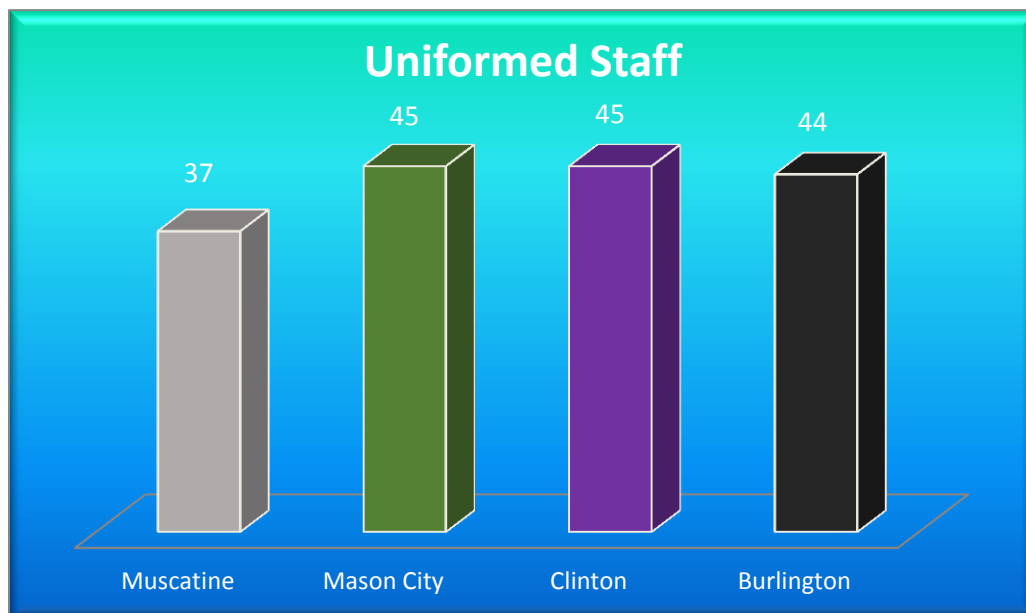
### So, how does Muscatine compare?



*Note: Muscatine performs more than Mason City because our hospital is a Level 4 hospital and Mason City has a Level 2 hospital. More patients are transported from Muscatine to a higher level of care since we have limited services, procedures, and specialties*

*Clinton and Burlington only do these types of transports when private ambulance service is unavailable*

## Total Number of Budgeted Employees



*Note: Burlington is expected to lose two grant funded firefighter positions in July of 2016, unless funding permits otherwise – this will put them at (3) 13 person shifts*

*Our budget request for FY 16/17 is four additional staff to bring our department to 13 persons per shift*

## Fire Chaplain Program

The Muscatine Fire Department has been able to develop a chaplain program, thanks to the willingness of religious leaders in our community. The program initially was started with a lot of work done by a Catholic priest, Father Jason Crossen. He has since moved on to another parish.



When Father Crossen left Father Troy Richmond stepped in to fill the open spot. Fr. Troy has served a number of parishes over the years, including Muscatine (twice), Fort Madison, and Washington. Beyond the usually chaplain support to our staff and customers, Father Troy can occasionally be seen stopping in the fire station for coffee in the morning.

We are also blessed with a protestant chaplain. Pastor David McIntosh serves Hillcrest Baptist Church. Originally a Southerner, Pastor Dave brings a fresh view and interesting accent. He has been a big part of providing assistance to McKinley School through the Walking School Bus program.



We truly appreciate the work of these gentlemen.

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## Promotion



**Pat Gingerich**  
Promoted from Shift Firefighter  
to Shift Lieutenant  
June 15<sup>th</sup>, 2015

## Appointments



Cory Schaeckenbach  
Hire Date: February 13, 2015



Andrew McSorley  
Hire Date: March 13, 2015



David Jansen  
Hire Date: July 22, 2015



Evan Conklin  
Hire Date: December 1, 2015



## **2015 Major Activities and Accomplishments**

- Continued to upgrade and improve communications and reporting equipment and procedures
- Fire permits issued continued to increase, 16% from 2014 and 43% from 2012
- Continued social media outreach using Facebook and Twitter. The Facebook outreach has been averaging roughly 22,000 people reached and 3,000 people 'engaged' per month. The page presently has more than 2,100 'likes'
- Outfitted reserve engine 314 so that it has all the tools and equipment needed to be immediately put into service
- Received a grain rescue tube donated by Cargill, completed training and now we are able to safely respond to grain rescues
- Saw a 7.5% increase in building fires from 2014 and 65% more than 2012
- Provided two trained HazMat technicians to assist the State of Iowa in the response to the bird flu outbreak in Western Iowa

### **EMS**

- Continued a cardiac enzyme blood testing pilot project and we remain the only ambulance service in Iowa with this type of testing capabilities. Test results are used to help determine transport destinations for cardiac patients
- Awarded \$34,000 in grants to purchase two portable ventilator/BiPAP/CPAP machines
- Hosted the 6<sup>th</sup> Annual EMS Saturday conference at Discovery Park
- Implemented a change of billing companies and reporting software to provide for a more efficient process and more favorable financial impact for the City
- Saw a 4.7% increase in total medical calls; an increase of 33% for 911 calls to out of town hospitals and a 0.5% decrease in overall out of town drop-offs from 2014
- Hosted the 24<sup>th</sup> Annual Muscatine County EMS Day at Farm & Fleet

### **PREVENTION**

- Implemented the new City Code and resulting change to the 2015 International Fire Code
- Awarded the 2014 Life Safety Achievement Award from the National Association of State Fire Marshals' Fire Research & Education Foundation

- Implemented and began use of a new fire inspection program using tablet computers and has led to less paper usage, greater efficiency, less time per inspection and the ability to email forms and pictures to property owners
- Organized and held the 8<sup>th</sup> Annual Public Safety Open House in coordination with the Police Department and the Muscatine County Sheriff's Office
- Continued annual public education classes, focusing on grades 1, 3, and 5
- Referred six minors to our Juvenile Fire Setter Program
- Car seat technicians inspected 14 child safety car seats
- Placed 141 smoke detectors
- Increased the number of persons reached in Public Education offerings, up 18% from 2014 and 19% from 2012
- Increased the number of presentation hours by 29% from 2014 and 101% greater than in 2012
- Maintained an inspection violation correction rate of greater than 95% with initial inspection and first re-inspection
- Saw an increase of 30% in permits fees gathered compared to 2014; 125% increase over 2012

## **TRAINING**

- Hosted and utilized the two-county fire training trailer for a total of six weeks
- Moved to an online record and training system, improved documentation of training and provided for a more flexible option for training topics
- Had three members attend US Coast Guard rescue boat training
- Hosted two National Fire Academy outreach classes for leadership development
- Took advantage of out-of-department training; most of which was federally or grant funded. This includes multiple persons attending National Fire Academy classes both on campus and regional delivery, data-related classes held by the Commission on Fire Accreditation International, IAFF/IAFC joint initiative fitness program training, Hazardous Materials Technician training hosted by the IAFF, fire investigation and fire code conferences and classes, Ambulance Service Manager program (hosted by the American Ambulance Association), high angle rope rescue training in coordination with Mid-American Energy, and others
- Implemented a focused fire training program based on skill competencies

## Looking Forward

After handling another record year of emergency responses we are preparing to see a continued increase in the future for the core services that we provide. We will actively explore new concepts and ideas for providing emergency services and meeting the demands and requests for non-emergency services and programs. Our focus in 2016 will include continuing to provide quality services to our citizens.

The focus as a department will be on our overall preparedness for special operations, which includes hazardous materials, confined space, trench rescue, rope rescue, auto extrication, and water and ice rescue. Training is always a top priority and annually we address a specific section of our operations for enhanced training and education for our entire staff. We covered fire operations last year and ambulance operations the previous year and we are preparing for special operations this year.



We will be working diligently on creating efficiencies with our new patient care software reporting system, new ambulance billing company and reporting software, and our new mobile fire inspection software, which moves us towards a paperless system. These lean implementations make the process easier and smoother for our employees, citizens, and external partners, while eliminating unnecessary processes and duplication in paperwork.

For the annual budget our energy will be focused on a large capital project for the next fiscal year which will include the background and research for creating new specifications and plans for purchasing a new aerial ladder. This request will be to replace our current aerial ladder that will be over 20 years old at the time of replacement.

Another goal will be to seek input and feedback from our internal and external customers we serve to see how we can improve our services and operations. This feedback will help ensure that the Muscatine Fire Department continues to deliver the highest level of service to our residents, visitors, and businesses.

I also want to thank all the staff of the fire department for their continued dedication and service to our department and the citizens we serve. Our employees are the key to our success. Our strength as an organization is based on the men and women and their unwavering commitment to excellence. We take great pride in caring for, protecting, and serving our community now, tomorrow, and into the future.



*We look forward to the challenges and opportunities in 2016 and we wish to thank you for your continued support.*



**Muscatine Fire Department**

**312 East 5<sup>th</sup> St**

**Muscatine, IA 52761**

**Emergency Phone: 911**

**Phone: 563-263-9233**

**Fax: 563-263-9235**



**<http://www.muscatineiowa.gov>**



*Special Thanks to FF Aaron Meredith for his work on preparation, layout, and design of this year's report*